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October 12, 2012

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Re: Update on Allstate Relationship

Dear Ms. Dortch:

This letter follows our discussions with Commission staff related to Purple Communications, Inc.'s ("Purple's") delivery of video relay service ("VRS") to certain employees of Allstate Corporation in their place of employment.

Please accept this letter as notice that Purple has recently been informed that Allstate no longer employs deaf staff in its call center. We are not aware of any plans by Allstate to replace those positions.

This letter also confirms that Purple is not marketing VRS for use in call centers; that is, Purple is not providing, and has no plans in the future to provide specialized training for VRS to employees in the workplace. This letter further confirms that Purple VRS calls from deaf business users have the same call flow and call routing procedures as VRS calls from deaf consumers.

Purple will continue to respond to periodic inquiries from businesses seeking to utilize VRS to facilitate communications for deaf or hard of hearing persons in the workplace, but will offer no specialized or customized features to workplace VRS users that are not otherwise available to deaf consumers. It is Purple's belief that there remain many eligible VRS users who do not have VRS access in their place of work. Purple renews its offer to assist the FCC with developing effective means of identifying and delivering VRS to such individuals.

We remain available to address any questions the Commission staff may have related to the above.

Sincerely,

PURPLE COMMUNICATIONS, INC.

John Goodman
Chief Legal Officer

CC: Karen Peltz Strauss
 Robert Aldrich